



Workforce

Operations

Resources and

Knowledge

Promoting Lifelong Achievement
and Career Enrichment
in NH State Government

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[Linda Hodgdon, Commissioner, Administrative Services provides opening remarks.]

NH Division of Personnel

Workforce Development Newsletter

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200+ Administrators Attend 2nd Workforce Development Summit

On Friday October 15, 2010 [a cold wet day] more than 200 administrators representing 26 state agencies attended the 2nd Annual Workforce Development Summit at Howard Recreational Facility on the campus of New Hampshire Hospital. The Summit theme [It's the Best of Times; It's the Worst of Times: How to Take a Challenge and Turn It Into an Opportunity] focused on state agency successes and opportunities for advancement in workforce development during these difficult economic times. Karen Hutchings, Personnel Director, and Linda Hodgdon, Commissioner, Department of Administrative Services, provided the opening remarks to warm up the audience and emphasize the importance of workforce development for all state agencies.

One of the highlights of the Summit was the return of the Commissioner Panel Discussion facilitated by Dennis Martino [Bureau of Education and Training].

Eight Commissioners participated in a discussion on what their agencies are doing now to engage their workforce. The panel discussion, which ran for 75 minutes, focused on the importance and value the participating Commissioners place on workforce development and how they are able to push forward with limited resources.

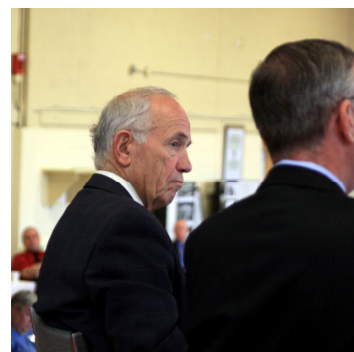
This year's Summit was different from the previous year's in that workforce development program presentations were provided by four agency representatives who shared their workforce development successes with the audience and shared documents needed to implement similar programs at the participant's agency. Speakers included Christine Tappan [DCYF] sharing her agency's Advanced Mentoring Program, Bruce Cheney [Safety—911-Emergency Communications];



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[Pictured above left to right: Tom Burack, Environmental Services; William Wrenn, Corrections; Linda Hodgdon, Administrative Services; Tara Reardon, Employment Security; Nick Toumpas, Health & Human Services; Kevin Clougherty, Revenue Administration; John Barthelmes, Safety].

[Pictured below: George Campbell, Transportation]





Above: Summit participants stop at 911 Career Ladder Exhibitor Booth to discuss how to implement Career Ladder Programs at their agency!



Participants brainstorm workforce development issues!



Lori Weaver [DHHS presenter] helps Nick Manolis [keynote speaker] select one of many raffle winners!

Summit Evaluation

Activities like a summit, conference, workshop, or seminar need to evaluate effectiveness. Those individuals [customers] participating in the activity should be provided an opportunity to share, with the event coordinators, their thoughts and feelings about the activity. This is necessary in order to determine the level of success for the activity and to help plan for future activities. More than 100 participants in the 2010 Workforce Development Summit were willing to provide the Summit planners with a written evaluation. Evaluation results consisted of the following:

- 79% rated the Location from good to excellent;
- 62% rated the Facility from good to excellent;
- 82% rated the Length of the Summit from good to excellent;
- 88% rated the Networking Opportunities from good to excellent;
- 83% rated the Welcoming Remarks from good to excellent;
- 96% rated the Keynote Speaker from good to excellent;
- 86% rated the Commissioner Panel Discussion from good to excellent;
- 89% rated the Overall Summit from good to excellent;
- 90% rated the Food from good to excellent;
- 90% rated the State Agency Presenters from good to excellent;
- 87% rated the Exhibit Booths from good to excellent;

lent; and

86% rated the Materials from good to excellent.

The goal of the Summit was to share information about successful workforce development programs with New Hampshire State Government organizations. There were many positive comments about the networking opportunities, keynote speaker, and exhibitor booths. Most participants seemed pleased with the Summit and said "I can't wait for the next one." Guess What? There will be another Summit. There was an eighteen month spread between the 2009 April Summit and the 2010 October Summit. It will not take as long a period of time for the next Summit. ■

Summit "Next Step" Activity Results

At the close of the Summit participants broke into small groups [6-10 members] to brainstorm the question "Where should we focus our next steps for Workforce Development in state government?" The brainstorming groups were asked to generate a list of "next step" ideas for workforce development and narrow their list down to the top three ideas. The activity facilitator asked for volunteers to share their top three ideas with

the audience. At the completion of activity all work sheets were collected and the Workforce Development Committee reviewed all ideas and recommendations combining them into eight themes. The following list represents the top three ideas from each group categorized into eight themes. The ideas are written as received from the groups.

Theme: Resources

Ideas:

1. How to support and implement workforce development with limited resources;

2. \$ for Education and Training [2 groups had this idea];

3. Money, people, time.

Theme: Training

Ideas:

1. Training and Cross Training;

2. Make it mandatory for

Workforce Summit continued from page 1

providing information on their successful Career Ladder Program; Vince Perelli, [DES] reviewing the successes of their strategic planning efforts; and Lori Weaver [DHHS] who shared the development and implementation of their Realistic Job Preview [RJP].



[Christine Tappan—DHHS]

Another added feature to this year's Summit was the agency exhibitor booths lining the exterior walls of the facility. Thirteen workforce development program exhibits, with supportive material, were staffed throughout the day for participants to view and discuss with the agency exhibitors. Questions to exhibitors ranged from "how does your program work?" to "can I come and observe your program in action so we can implement a similar program at our agency?" Exhibitors included: Advanced Mentoring Program [Division for Children, Youth, and Families, Health & Human Services]; Realistic Job Preview [Health & Human

Services]; Career Ladder Program [Safety, 911-Emergency Communications]; Bureau of Education & Training Programs [Division of Personnel, Administrative Services]; Strategic Planning [Environmental Services]; Strategic Planning for Building Services [Administrative Services]; Master of Public Administration Program [University of New Hampshire]; Supervisory Certificate Program [Health & Human Services]; Multiple Workforce Develop-



[Bruce Cheney, Director — 911 Emergency Communications]

ment Programs [New Hampshire Hospital]; Employee Assistance Program; LEAN Projects in various state agencies; Supervisory Guide [Division for Family Assistance-Health & Human Services]; and Employee Orientation [Fish & Game].

One of the most popular events of the Summit was the presentation by the key



[Keynote Speaker—Nick Manolis]

note speaker, Nick Manolis. Keeping with the Summit's theme, the luncheon presentation took a look at the opportunities to develop the workforce in these difficult economic times, the reality of the



[Vince Perelli, DES]

times, the necessity to act, the opportunities to do so and most importantly the actions that summit participants can take were explored. Nick's career in human resource and organizational development spans over thirty years in management and Organizational Development.

The Summit concluded with the audience breaking into small teams to brainstorm the question "where should the state focus its workforce development efforts?" Each team was asked to generate a list of ideas on how to address the problem statement and narrow the list to the top three. A total of 136 ideas were generated by the various teams. Sara Willingham, Workforce Development Committee member, grouped the ideas into



[Karen Hutchins, Director, Personnel]

eight themes which include: Resources; Training, Collaboration; Management Support; Structure of Workforce Development Office; Recruitment & Retention; Recognition; and Succession Planning.

A very heartfelt thanks to the Workforce Development Committee, Summit attendees, the Commissioner panel, speakers, agency exhibitors, volunteers, technical assistance provider [Rick Hill], and Walter Ginalski [NHH Dietary], for their help in making this year's summit a success. ■

NH Division of Personnel

Peter Gamache
Workforce Development Committee
Division of Personnel
State House Annex
25 Capitol St.
Concord, NH 03301

Phone: 603-271-8225
E-mail: TheWorkplace@nh.gov



Wendy Roper [DHHS] explains agency workforce development program to Summit participants!

We're on the web!

<http://admin.state.nh.us/hr/workforcedev.html>



Brian Pike [DOT] helps distribute Raffle Prizes to Summit participants!

Summit "Next Step" Activity Results continued from page 2

all supervisors to attend a supervisor course which includes writing proper performance appraisals;

3. Teach supervisors how to write proper performance appraisals;

4. LEAN training;

5. More training in general.

Theme: Collaboration

Ideas:

1. Mentoring;

2. Get more budget and finance folks involved with workforce planning;

3. Interagency Collaboration [2 groups had this idea];

4. Mentor/buddy system statewide;

5. Support group/spread out knowledge base;

6. Roundtable of state planners;

7. Reverse pyramid – lower level 1st;

8. Networking opportunities.

Theme: Management Support

Ideas:

1. Need buy-in and promotion of workforce development from the

Governor's office to Commissioners to individual employees;

2. More middle management in support of Workforce Development.

Theme: Structure of Workforce Development Office

Ideas:

1. Centralize Workforce Development resources [similar to EAP];

2. Expand members of WFD Committee;

3. Set goals and steps.

Theme: Recruitment & Retention

Ideas:

1. Realistic Job Review [2 groups had this idea];

2. Hire people who have the culture of collaboration and moving the state forward;

3. Recruit people who embrace change and have optimistic view;

4. Recruit the right staff;

5. Retention [2 groups had this idea];

6. Bring back tuition reimbursement needed to entice and keep new employees;

7. Technical career ladder – not just advancement thru supervision [2 groups had this idea];

8. Performance Incentive;

9. Clear incentives and expectations for advancement;

10. Morale;

11. Don't cut benefits, compensation, and retirement;

12. Understanding it's good for employees to move within the department;

13. Promotional opportunities.

Theme: Recognition

Ideas:

1. Focus on recognition for a job well done.

Theme: Candidate Development/Succession Planning

Ideas:

1. Knowledge transfer [6 groups had this idea];

2. Succession planning [3 groups had this idea];

3. Hiring before the old person leaves [2 groups had this idea];

4. Survey to identify needs;

5. Updating SJD's. ■